Instructions - Monthly Activity Report (MARS):

General reporting instructions

1. **Services must be authorized prior to performing them**. At the time a GOSH service authorization is opened, the GOSH Program Manager authorizes a single GOSH Provider 160 units a month. If an authorization is split among more than one GOSH Provider, the GOSH Program Manager will inform the GOSH Providers how many units they are authorized in each month.
2. **When the client requires more than 160 units in a month period**, you must seek prior approval from the GOSH Program Manager for an increased number of units.
3. Agencies must **submit a separate MAR for each GOSH client**.
4. GOSH Program Managers reserve the right to request additional information based on what is reported in the MARs and may require an adjustment in what is reported or claimed in ProviderOne. When you have questions concerning service activity, please consult with your agency supervisor, and the authorizing GOSH Program Manager.
5. When there are safety concerns related to working with a GOSH participant that necessitates a **two-person visit**, your agency may bill for two agency staff time with one client.
   1. The following criteria must be met for this billing situation:
      1. No other community providers working with the client are available to support your agency staff in meeting in-person with the client.
      2. You have staffed the situation with your GOSH Program Manager, and received prior approval for two agency staff to meet with the client;
      3. Both agency staff are present during the visit with the client;
      4. Staff perform separate roles, as documented on the MARs, for example:
   * Staff 1: Met face-to-face with client to update goal and service plan; and
   * Staff 2: Met face-to-face with client to support communication and engagement skills.
   1. How **to document that you received approval** when billing time of two direct service staff members working with one client:
      1. Send a secure email to GOSH Program Manager stating the reason for the request. When the request is made in a phone call, you must document in a follow-up email the request and approval.
      2. Print and retain the approval in the client’s file.
      3. Make a note on MARs the date when the approval was granted by GOSH PM.

Process information

1. Submit each MARs to the GOSH Program Manager via secure email **prior to submitting claims in ProviderOne**.
   1. You may claim in ProviderOne upon submission of the MARs. When there are discrepancies upon review by the GOSH PM and it is determined a GOSH Provider has claimed inaccurately, they are subject to an overpayment.
2. **Overpayment information**: Overpayments occur when a provider receives more payment than they should have. Overpayments can occur for a variety of reasons. If an overpayment occurs, regardless of the reason, this is the process that will be followed in [ProviderOne](http://intra.altsa.dshs.wa.gov/providerone/documents/Processing_Underpayments_and_Overpayments.pdf).

Reporting service activity

1. ***Please note that below are non-billable services***:

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| * Travel time without a client present. | * Services not yet provided. |
| * Billing for two-staff’s time when visiting one client **when not pre-approved** by GOSH program manager. | * Administrative time. |

1. **Billable services include work done on behalf of a client related to key housing tasks**, as outlined in the GOSH program service standards.
   1. To support GOSH providers increase knowledge and quality of services, ALTSA encourages GOSH staff to participate in Supportive Housing related training opportunities. Staff time spent increasing knowledge and skills related to key housing tasks is billable so long as the time in training is billed to one client.
      1. For example, if a direct service worker is supporting a GOSH participant, John Doe, with a substance use disorder maintain their housing and the direct service worker participates in a three-hour Harm Reduction training, they can bill three hours on John Doe’s MAR for activities related to client engagement or housing stabilization.
      2. Please note, billing for attendance at a training on the MAR does require more information to be typed in as a written description on the form. You cannot just select a drop-down option when billing for training time.

*If you have questions around what a billable service is, speak with your supervisor. If you need additional support, reach out to your GOSH Program Manager.*

1. On the form, report the agency and client information, including:

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| * Authorizing Program Manager’s name; | * Date the MARs was provided to authorizing Program Manager; |
| * Anticipated date the MARs will be claimed in ProviderOne; * Date of the client’s last goal and service plan. | * The period reported on the MARs; |

1. Indicate whether you provided services during a client’s pre-tenancy or transition period (SA299,U1), during the tenancy period (H0044) or during both periods within the month, by selecting the appropriate rate.
2. List the dates the services were provided in the activity section of the form.
   1. Please note, the form does calculate the total *minutes worked, and total number of units* in this section.
   2. *Q: What if I worked twice during the same day on a client’s services?* If you made calls in the morning on behalf of the client from 8:00 to 9:15 a.m., and later in the day conducted an in-person visit from 2:30 to 3:30 p.m., report the day’s activity on two separate lines. Provide a brief description of the billable services (for example, “Supported client in advocating with apartment management around needed repairs.” and “Met client at coffee house to review GASP focus area of conflict resolution and role played how to talk with neighbor about playing the TV at a lower volume.”).
3. The MARS service section has three methods to describe a service activity:
   1. You may provide a written description of the services provided (you will be limited to 190 characters),
   2. You may select from a list of service categories, or
   3. A combination of writing a description and using the service categories.
4. When describing the services provided with or on behalf of client, please remember:
   1. MARs billing descriptions are not case notes, and do not need the same level of description. You have the option to select a drop-down description or enter notes manually. If the drop-down option describes the service activity you are claiming for, please utilize this option.
   2. The service information provided should establish that the time you claimed for services matches the time spent on activity.
   3. Please note that you must maintain the client’s confidentiality. ***DO NOT*** disclose private information on the form, such as diagnosis, medications, personal addresses, or telephone numbers.
5. **When More Information is Required**. The following situations require more information or description:
6. **In-person work.** Please note in the service description or category drop-down when work is done in person with the client.
7. **Contact with the client.** Please highlight in the service description any contact (phone, email, or in-person) you’ve had with the client.
8. **Client is decompensating.** If the client decompensates, or is demonstrating high-stress behaviors, please provide information related to this situation in the service description.
9. **Client loses housing.** Please describe why the client lost housing, and any other related information concerning this situation.
10. **Service activity is 3-hours or more.** When a direct service staff has spent over three hours on any service activity, please provide a description of the work completed (for instance, quantify the number of applications completed or submitted, describe the discussion with landlord, describe the service activity in more detail).
11. **Attendance at a training class.** A direct service staff may bill for attending a training when the learning objectives of the class would benefit a client.
12. When you select from the list of service categories when reporting service activity, please refer to **Addendum 1** (below) for the list of category definitions.
13. Prior to submitting the MAR to ALTSA GOSH Program Manager, an agency supervisor must review and sign off on the MARs. Space for signature and to acknowledge review of the MAR is found at the bottom of the form.
14. After a supervisor has reviewed and signed off on the MAR, submit via secure email to ALTSA GOSH Program Manager on or before the 15th of every month.

Addendum 1 – Service Category Definitions

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| **Category** | **Category definition** |
| 1. In-person meeting with client | Provided services in-person, directly with client. Pre-tenancy or tenancy. Example, home visit; in-person visit at facility. |
| 2. Community integration services on behalf of client | Work without client present in community integration. Establishing external networks. Example, researching community services to support client’s self-identified goals, support securing funding for client to pursue self-identified interests. |
| 3. Community integration services with client | Work with client present in community integration. Establishing external networks. Example, support navigate public transportation; connect with book club; assist in getting library card. |
| 4. Consultation with client's team of care | Work with or without client present consulting with other providers and staff working with client. |
| 5. Created/reviewed crisis plan with client | Work with client present in completing or updating essential paperwork identifying resources and support needs related to a crisis. |
| 6. Created/reviewed housing assessment with client | Work with client present in developing or reviewing the essential paperwork on the client’s housing needs wants and barriers to housing |
| 7. Email coordination on behalf of client/email consultation with client's team of care | Work without client present by communicating, coordinating, or consulting via email with care team members. |
| 8. Housing search | Work with or without client present in locating independent housing. Can include visiting location, and other research steps in locating housing. |
| 9. Made housing related payments on behalf of client | Work without client present in establishing housing by paying deposits or rents or other fees. |
| 10. Phone coordination on behalf of client/phone consultation with client's team of care | Work without client present, by communicating, coordinating, or consulting via phone with care team members. |
| 11. Provided tenancy support on behalf of client | Work without client present in tenancy support. Example, consulting with legal aid around landlord-tenant law; researching low-income internet options. |
| 12. Provided tenancy support with client directly | Work with client present in tenancy support. Example, discussing lease or repair needed. Facilitating landlord making repairs. |
| 13. Shopping and purchase of transition items for client | Work with or without client present in shopping. Example, shopping for basic furniture and household needs for move-in. |
| 14. Transportation with client | Drive time with client present. |
| 15. Phone consultation with client | Contact with client via phone or video. Example, informing client of status of housing application; follow up related to goal and services (GASP) task; fielding call from client. |
| 16. Completion of housing paperwork/subsidy application | Work with or without client present in essential paperwork applying for rent subsidy, completing paperwork and/or application for housing unit and paperwork related to securing permanent federal voucher. |
| 17. Crisis Management | Work with or without client present in crisis mitigation, coordination, and management. |